

Appendix C: The Claiming Process Using the CACFP Web-Based System

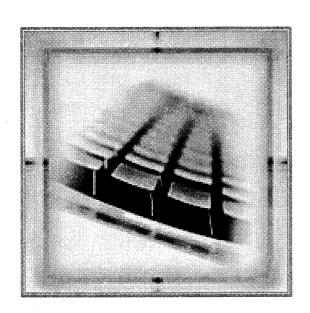


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Welcome to the CACFP Web-Based System for claiming! These instructions will guide you through the online claiming process. This manual is divided into five sections.

NOTE: The CDPHE-CACFP is available to provide technical assistance by phone if difficulties or questions arise. Please contact the CDPHE-CACFP office at (303) 692-2330.

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The Claiming Process Using the CACFP Web-Based System

Glossary of Terms Used Throughout this Manual

Institution: An Institution is an organization the CDPHE-CACFP has entered into an agreement with to assume final administrative and financial responsibility for CACFP operations. An Institution may support a single site (child care, Head Start, at-risk after school program, homeless shelter, or adult day care) operating the CACFP or multiple sites.

Site: A site, is the location where meals claimed for reimbursement are served to CACFP participants in care. Each Institution supports the CACFP in at least one site, where meals are provided. A site is characterized by one or more Program types, including, but not limited to, a child care center, Head Start center, at-risk after school snack program, homeless shelter, outside school hours care center, or adult day care center.

Sponsor of Centers: A Sponsor of Centers refers to an organization, which is entirely responsible for the administration of the CACFP in one or more sites. The sponsoring organization is administratively and fiscally responsible for all sites listed on the agreement and must manage and monitor them as defined by the regulations.

Submitted Claim: A submitted claim is an error free claim completed by the Institution that has been electronically sent to the CDPHE-CACFP office for processing. A submitted claim may not be a processed claim.

Processed Claim: A processed claim is a claim submitted by an Institution that has been processed by the CACFP office. Processed claim information is forwarded to the Colorado Department of Public Health and Environment Accounting Section for payment.

Claim Month: The claim month is the month during which reimbursable meals are served to CACFP participants and claimed for reimbursement.

Original Claim: An original claim is the first claim submitted for the claim month by an Institution.

Revised Claim: A revised claim is the second, third, forth, etc. claim submitted for the claim month by an Institution. An Institution may submit a revised claim due to errors discovered on the original or previous revision for the claim month

SECTION ONE: Access Claims

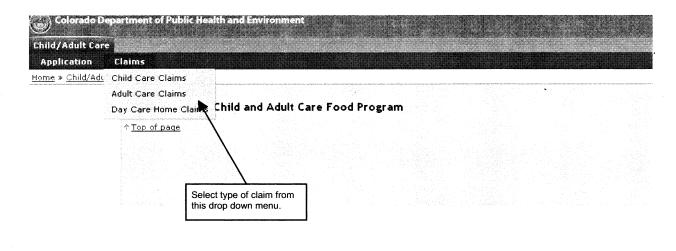
STEP 1

From the System Home Page, click the 'Child/Adult Care' tab in the middle blue menu bar. Additional menu items will appear.

STEP 2

From the System Home Page, choose one of two methods to move to the next screen:

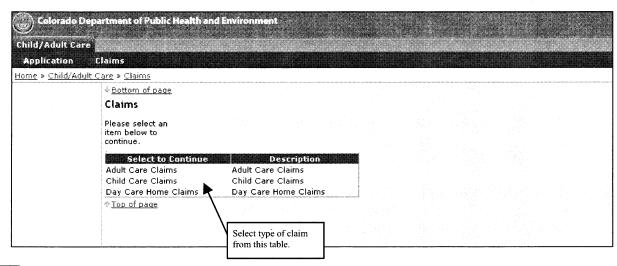
• Method 1: As pictured below, place the cursor on the 'Claims' tab in the lower blue menu bar. A drop down box will appear with the selections, 'Child Care Claims', 'Adult Care Claims', and/or 'Day Care Home Claims'.



OR

Method 2: As pictured below, click on the 'Claims' tab in the lower blue menu bar.
 The 'Claims' screen will appear, which includes a table with the selections, 'Child Care Claims', 'Adult Care Claims', and/or 'Day Care Home Claims'.

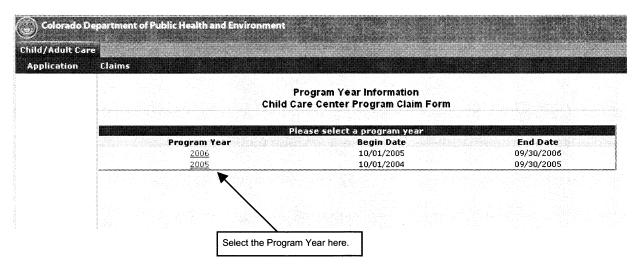
Periodically, the CDPHE-CACFP will 'lock down' the claiming portion of the System for a short time to process claims that have been submitted. If you attempt to access claims during this time you will be able to view claims that have been saved and/or submitted. However, once a month is selected from the 'Select a Claim Month' screen, the System will display a message to alert you of the temporary lock down. Attempt to add, modify, or submit revisions to claims later in the day.



STEP 3

Click on one of these selections based upon whether the Institution is submitting a claim for child care, adult care, or family child care homes.

 <u>NOTE</u>: If you have just logged in, the 'Program Year Information' screen will appear upon selecting the type of claim (child care, adult care, or family day care home). From the 'Program Year Information' screen, Click on the fiscal year for the month you intend to submit a claim for. October through September defines the fiscal year.

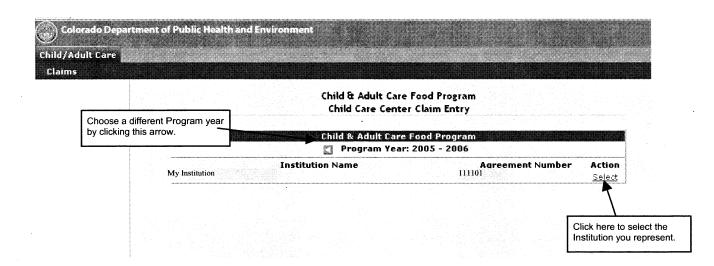


• <u>NOTE:</u> If you have already been working in the System, the 'Child Care Claim Entry' screen will appear upon selecting the type of claim (child care, adult care, or family day care home). The 'Program Year Information' screen, pictured above, will not appear.

STEP 4

The Claim Entry screen will display the name of the Institution you represent and the Agreement Number. To select the Institution, click the Select link in the 'Action' column.

To return to the previous screen, click the Cancel button. To select a different Program year, click the arrow next to: Program Year: 2005 - 2006

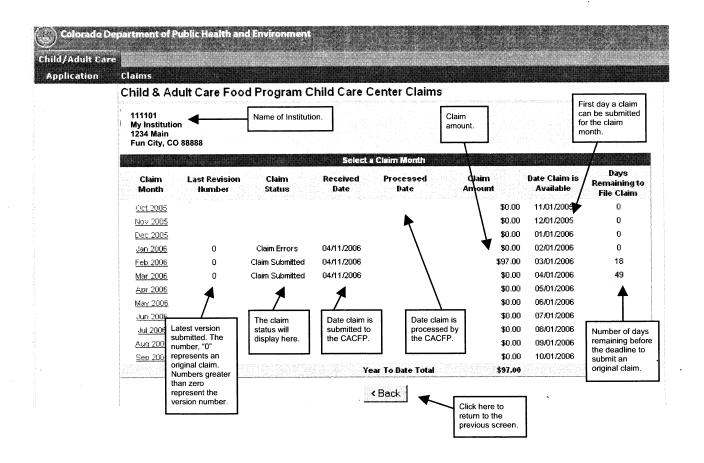


STEP 5

After selecting the Institution, the 'Select a Claim Month' screen will appear. Select the month for which you will submit a claim by clicking on the appropriate link under the 'Claim Month' column.

As pictured below, the 'Select a Claim Month' screen displays information regarding claims already submitted by the Institution, including which versions have been submitted, the status of claims, the date of receipt by the CACFP office, the date of processing, and the claim amount submitted. This screen also displays the date each month's claim is available for completion as well as the number of days remaining to submit a claim for each month.

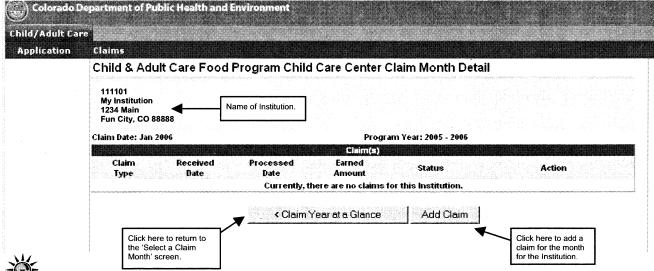
Original claims for reimbursement must be submitted online within 60 days of the last day of the claim month. Revisions to claims already processed by the CACFP, which will result in an increased amount of reimbursement, must be submitted online within 90 days of the last day of the claim month. Refer to Section Five for instructions to submit revised claims.



STEP 6

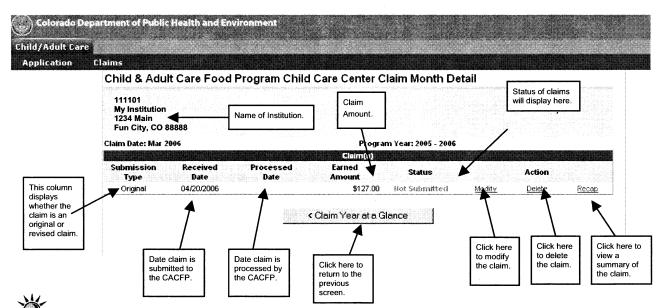
Once you select a claim month from the 'Select a Claim Month' screen, the 'CACFP Claim Month Detail' screen will appear. As pictured below, this screen displays information about the Institution's claim for the month selected. If a claim has not been submitted for the month, the Add Claim button will be available. To complete a claim for that month, click the Add Claim button. To return to the previous screen, click the button.

The Institution's claim is a compiled claim for one or more approved sites. If the Institution participates in the CACFP in only one location, the Institution's claim will be the same as the claim for the site. If the Institution sponsors more than one site, the Institution's claim will be a compiled claim for all sites.



If a claim has already been submitted for the Institution for the month, the 'Add Claim' button will not appear, as displayed in the example screen, pictured below. However, you can modify or delete the claim if it has not been processed by the CACFP by clicking the appropriate link in the 'Action' column. Instructions to modify or delete claims that have not been processed by the CACFP are discussed in Section Four.

If you click the 'Add Claim' button, pictured above, but do not continue with the claiming process, the status of the claim will become 'Incomplete'.

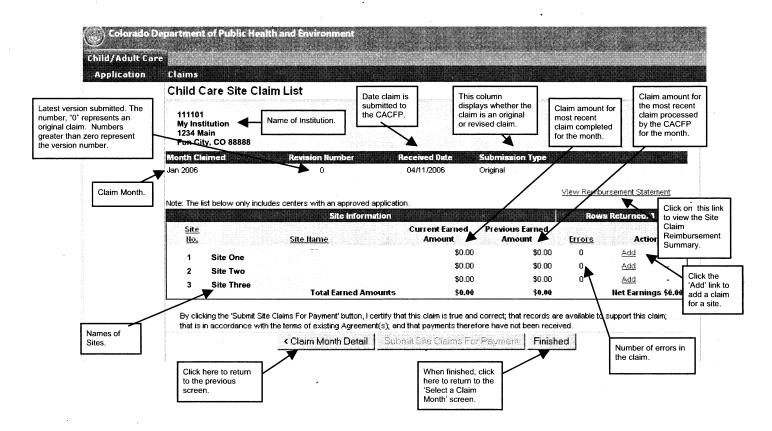


If a claim has already been submitted for the month, clicking the 'Recap' link in the 'Action' column on the CACFP Claim Month Detail Screen will display the 'CACFP Site Claim Reimbursement Summary' screen, which includes a summary of attendance, enrollment, and reimbursement information for the claim month for all sites. This summary is discussed and displayed in Step 7.

STEP 7

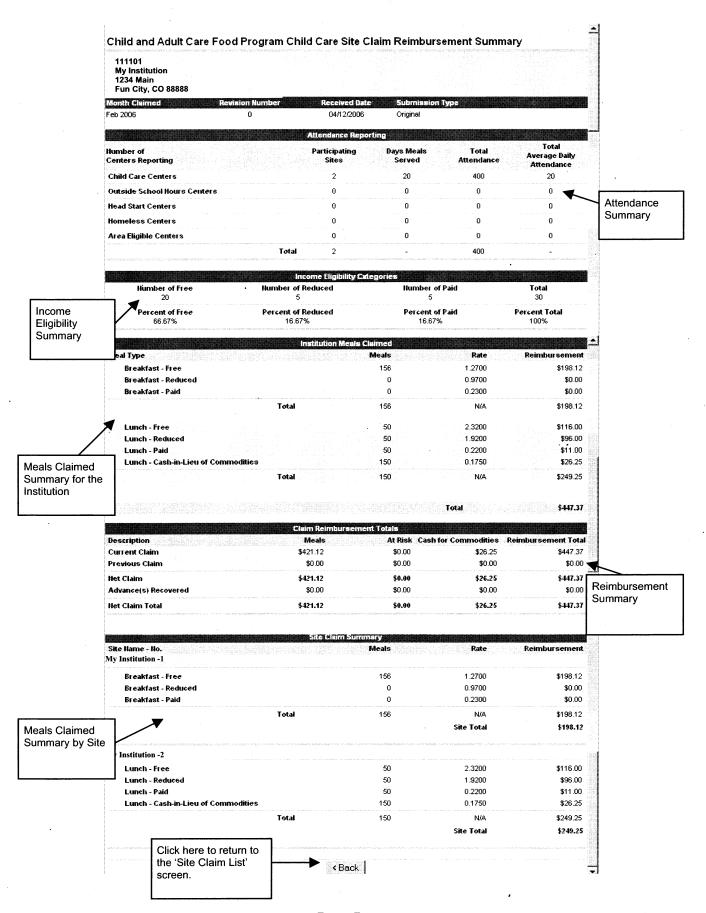
After clicking the 'Add Claim' button, the 'Site Claim List' screen will appear. The names of all approved sites will be listed in the 'Site Information' table. If the Institution participates in the CACFP as a single site, only one site will be listed. If the Institution sponsors more than one site, the names of all approved sites will be listed.

As pictured below, this screen displays basic information about each site's claim for the selected month. The screen displays the dollar amount for the each site's most recent completed claim for the month, the total dollar amount for any previous claims for the month that have been processed for each site, and the number of errors on each site's claim.



To complete a claim for a site, click the Add link to the right of the desired site name, in the 'Action' column. The claim form will appear. Refer to Section Two for instructions to complete and submit claims.

The 'Site Claim List' screen also allows you to view the 'CACFP Site Claim Reimbursement Summary' by clicking on the 'View Reimbursement Statement' link. This summary, which can also be accessed by clicking the 'Recap' link in the 'CACFP Claim Month Detail' screen, as discussed in Step 6, includes attendance, enrollment, and reimbursement information for the claim month for all sites. An example 'Site Claim Reimbursement Summary' is displayed below. Click the **Back** button to exit the summary and return to the 'Site Claim List' screen.

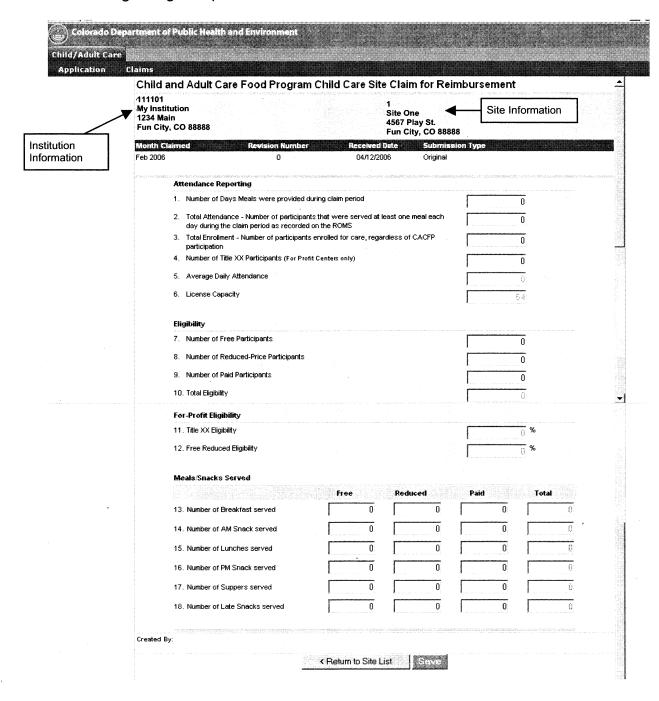


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SECTION TWO: Complete and Submit Claims

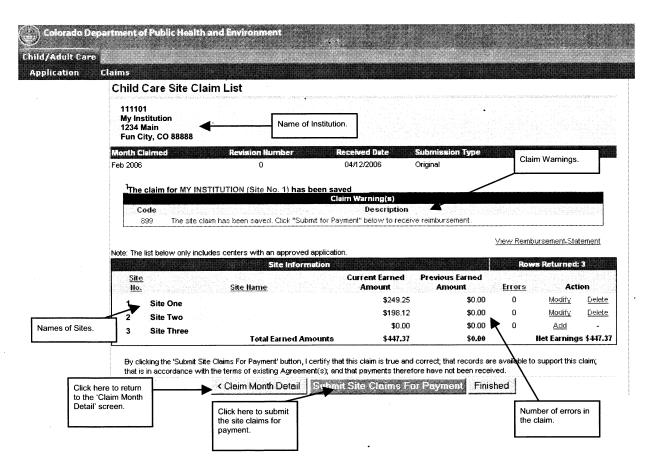
STEP 1

Once the claim form is on the screen, complete the information on the form. Refer to Section 4 of the *Child and Adult Care Food Program*, *Child Care Manual* or *Adult Day Care Manual* for information regarding the questions on the claim form.



STEP 2

Once the claim is complete, click the Save button at the bottom of the screen. If the claim is free of errors, the 'Site Claim List' screen will appear. Refer to Section Three if the System displays errors when you click the Save button.



STEP 3

As displayed in the 'Site Claim List', pictured above, the Claim Warnings Section of the screen will prompt you to click the 'Submit for Payment' button, which is located at the bottom of the screen. Click the Submit Site Claims For Payment button. NOTE: Do not click the button prior to submitting site claims for payment. If you click this button in error, the System will display a warning.

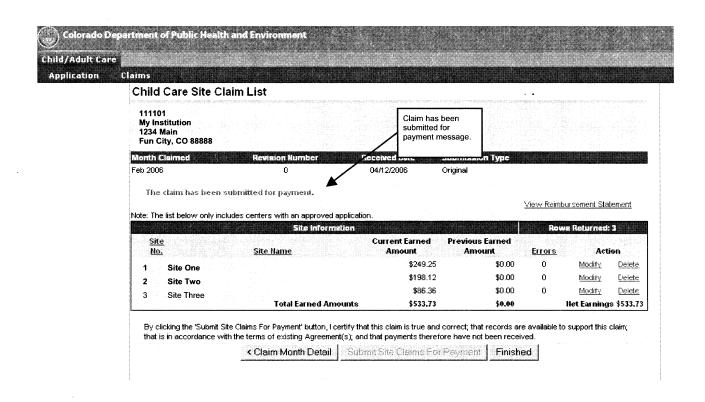
The Submit Site Claims For Payment button will not be available if errors exist in any of the site claims. If errors exist, the number of errors will be displayed in the 'Errors' column and the Submit Site Claims For Payment button will be gray in color and inaccessible.

If a claim for one of the sites contains errors, you can modify the claim to correct it. If you are unable to correct the claim with errors at that time, but would like to submit the claim for the remaining sites that have error free claims, you can delete the claim with errors. At that time the Submit Site Claims For Payment button will become available. At a later date, you can submit the claim previously deleted. Refer to Section Four and Section Five for further instructions. Section Four will instruct you how to modify or delete Institution claims if they have not been processed by the CACFP. Section Five will instruct you how to revise Institution claims if the original claim has been already processed by the CACFP.

STEP 4

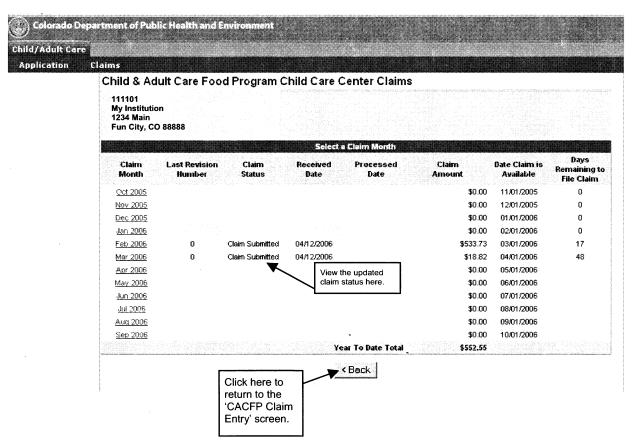
Once you have submitted the site claims for payment, as instructed in Step 3, the 'Site Claim List' screen will reappear. The screen will display the message,

The claim has been submitted for payment, in green.



STEP 5

Once you receive the message, The claim has been submitted for payment, click the Finished button. The 'Select a Claim Month' screen will appear. The screen will display the updated status of the claims. In the example below, the screen displays the status of the February and March 2006 claims as 'Claim Submitted'.



STEP 6

Once you have completed your work, log out of the System by clicking the Logout link at the bottom of the screen.

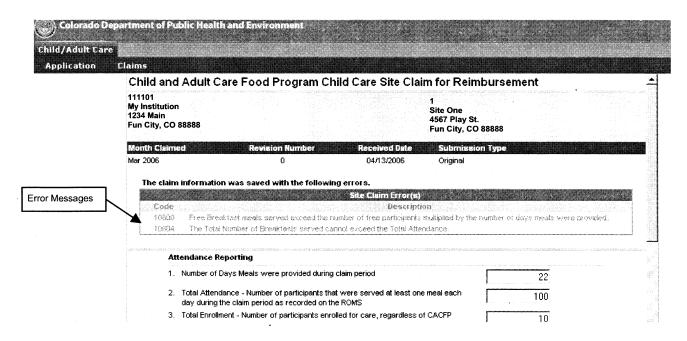
SECTION THREE: ERRORS AND ERROR MESSAGES

SECTION THREE: Errors and Error Messages

After you have completed the claim for reimbursement and clicked the Save button, the System will alert you if the data you have entered into the claim is incomplete or rejected by the System. Generally, the System generates errors if meals are counted incorrectly from the Records of Meals Served (ROMS), attendance figures are misreported, or the number of CACFP eligible participants is incorrect.

If the System identifies errors after you click the Save button, it will display the claim form with error messages at the top of the form, as pictured below.

If the System notifies you of errors, read the error carefully. Most often, you will need to revisit the records that support the claim to ensure the accuracy of the information you have entered.



To correct errors in the claim, simply delete the information from the appropriate boxes and re-enter the correct information. Once changes are made, scroll to the bottom of the claim form and click the Save button. If the claim is error free upon saving, the 'Site Claim List' screen will display, with the warning,

The site claim has been saved. Click "Submit for Payment" below to receive reimbursement. as pictured in Step 2 of Section Two. Submit the claim by clicking the Submit Site Claims For Payment button.

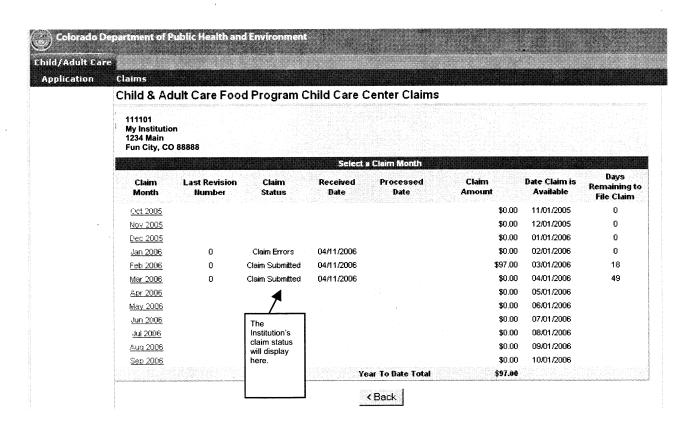
SECTION FOUR: Modify and Delete Claims that Have Not Been Processed

You may need to modify or delete claims for one or more sites that have already been submitted for payment if claiming errors are discovered after the submission process is complete. The following instructions to modify and delete claims apply only to claims that have been submitted by the Institution, but not yet processed by the CACFP. These instructions will discuss the steps to modify claims first, then steps to delete claims.

STEPS TO MODIFY CLAIMS

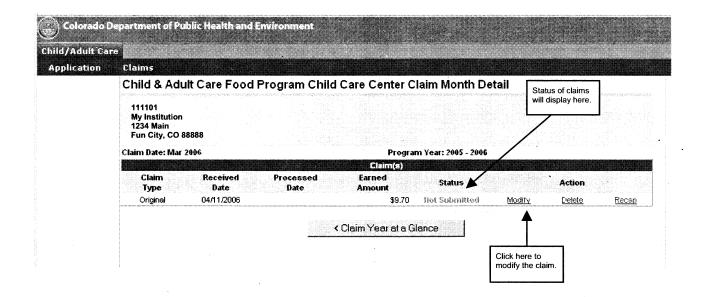
STEP 1

Determine whether the claim you wish to modify has been processed by the CACFP. Follow Steps 1 through 5 in Section One of this instructions packet to reach the 'Select a Claim Month' screen. As pictured below, you can determine the status of the Institution's claim for the month of interest by reviewing the 'Claim Status' column. If the status of the claim is 'Claim Errors', 'Not Submitted', or 'Claim Submitted', continue to Step 2. If the claim status is 'Claim Processed', refer to Section Five for instructions to revise a claim that has been processed by the CDPHE-CACFP.



STEP 2

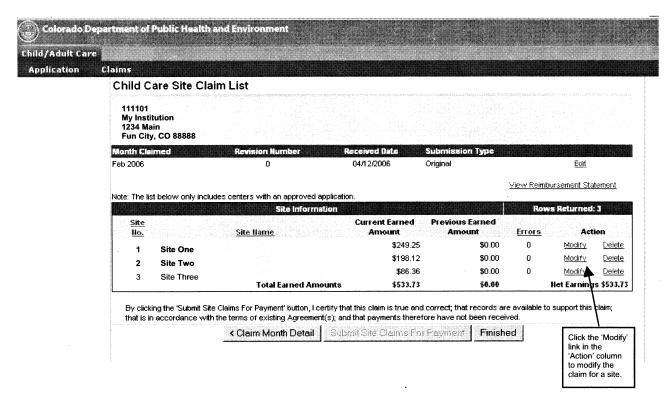
Select the month for which you will modify or delete a claim by clicking on the appropriate link under the 'Claim Month' column. The 'CACFP Claim Month Detail' screen will appear. This screen will display again the status of the Institution's claim for that month, as pictured below.



STEP 3

To modify the Institution's claim for the selected month, click the Modify link in the 'Action' column. The 'Site Claim List' screen will appear, which will display the names of sites and claim information about all site claims that make up the total claim for the Institution.

If the Institution participates in the CACFP in only one location, the screen will display the name and claim information for only one site. If the Institution sponsors more than one site, the screen will display the names and claim information for all approved sites.



STEP 4

To modify the claim for the selected month for a particular site, click the Modify link in the 'Action' column. The claim form will appear.

STEP 5

Make modifications to the claim form as necessary. When modifications are complete, click the Save button at the bottom of this screen. Follow Steps 2 through 5 in Section Two of this instructions packet to complete the process.

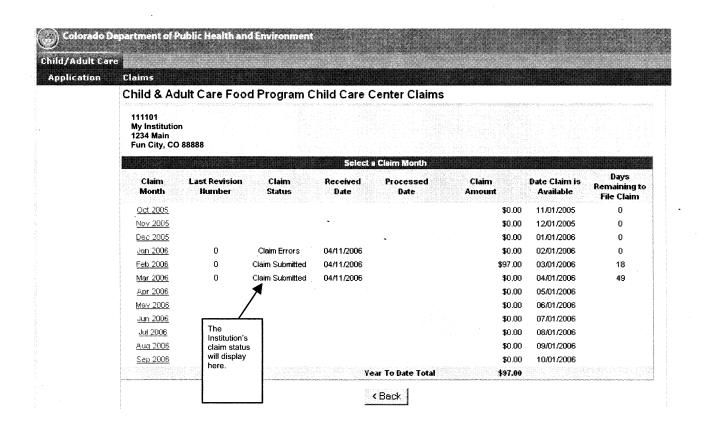
STEPS TO DELETE CLAIMS

If a claim has not been processed by the CACFP, you have the option to delete it. You may delete the entire claim for the Institution for the selected month, which would delete the claims for all sites, or you may delete individual claims for one or more of the sites.

Situations may arise, in which a claim is completed for an incorrect site or you simply wish to start over with a blank claim. Also, as previously mentioned, you may decide to delete a claim for a site, for which the claim information received from the site is incorrect. If the correct information for the site is unavailable at the time, you may wish to submit the other sites' claims for reimbursement. Because all claims entered must be free of errors in order to submit them for payment, you could delete the claim with errors and submit the remaining claims for payment.

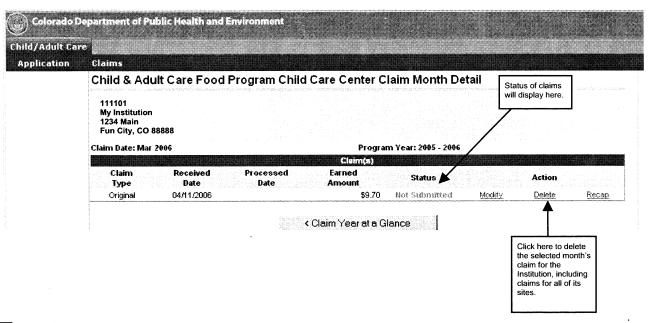
STEP 1

Determine whether the claim you wish to delete has been processed by the CACFP. Follow Steps 1 through 5 in Section One of this instructions packet to reach the 'Select a Claim Month' screen. As pictured below, you can determine the status of the Institution's claim for the month of interest by reviewing the 'Claim Status' column. If the status of the claim is 'Claim Errors', 'Not Submitted', or 'Claim Submitted', continue to Step 2. If the claim status is 'Claim Processed', the System will not allow you to delete the claim because it has already been processed by the CACFP.



STEP 2

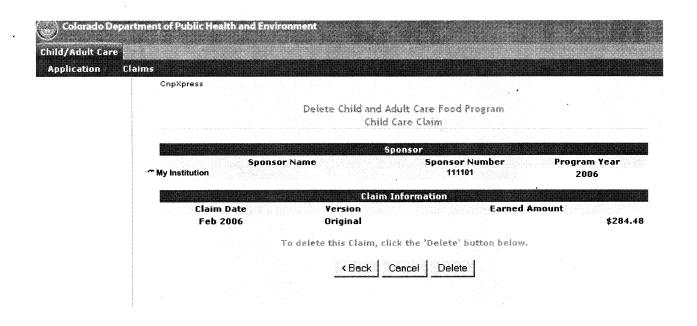
From the 'Select a Claim Month' screen, select the month for which you will submit a claim by clicking on the appropriate link under the 'Claim Month' column. The 'Claim Month Detail' screen will appear. As pictured below, this screen also displays the status of the Institution's claim. Remember, if the claim has been processed by the CACFP, the System will not allow you to delete the claim.



STEP 3 Deleting A Claim for the Institution and All Sites

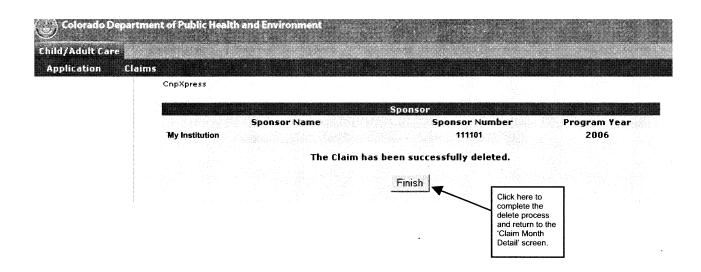
If you wish to delete the selected month's claim for the entire Institution, including claims submitted for all sites, click the <u>Delete</u> link in the 'Action' column from the 'Claim Month Detail' screen. The 'Delete CACFP Claim' screen will appear, as pictured below.

If you do not wish to delete the claim for the entire Institution, but only for one or more sites, do not_click the _____ link on the 'Claim Month Detail' screen. Skip to Step 6 and follow the instructions to delete a claim for one or more selected sites.



STEP 4

Review the 'Delete CACFP Claim' screen carefully to verify the accuracy of the information. To delete the claim for the Institution, including claims for all sites, click the Delete button. A confirmation screen will appear, as pictured below.

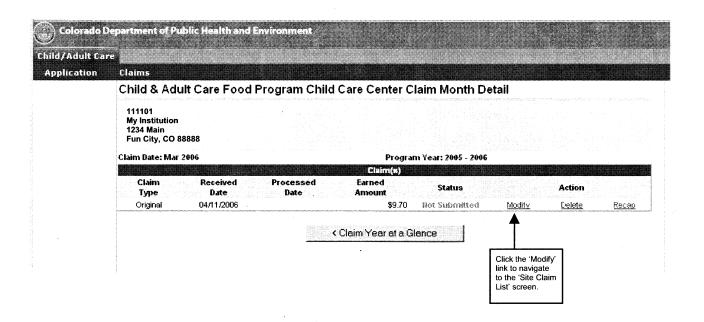


STEP 5

The screen pictured above, which appears after deleting the claim, will confirm that the claim has been deleted. Click the Finish button to complete the process and return to the 'Claim Month Detail' screen.

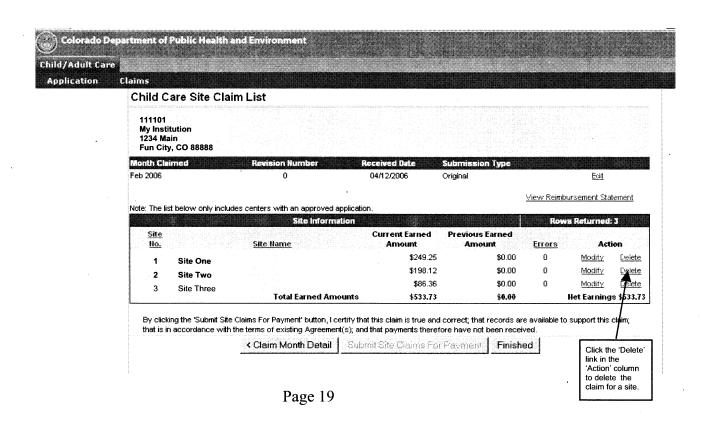
STEP 6 Deleting A Claim for One or More Individual Sites

If you wish to delete the selected month's claim for only one or more individual sites, you must navigate to the 'Site Claim List' by clicking the Modify link in the 'Action' column from the 'Claim Month Detail' screen. **Do not click the** Delete link on this screen!

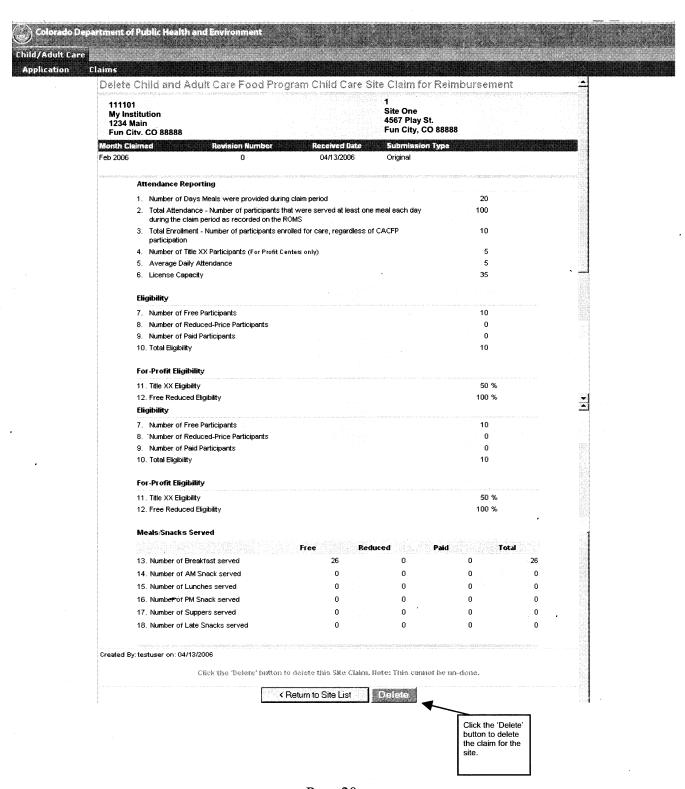


STEP 7

By clicking the Modify link on the 'Claim Month Detail' screen, the 'Site Claim List' screen will appear, as pictured below. To delete a claim for the selected month for one or more sites, click the Delete link in the 'Action' column to the right of the site for which you want to delete the claim.

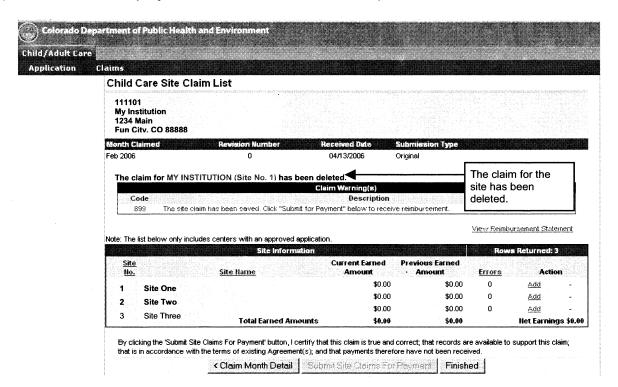


Once you click the ______ link from the 'Site Claim List', the claim will appear, as pictured below, with the statement, Delete Child and Adult Care Food Program Child Care Site Claim for Reimbursement across the top of the claim.



STEP 8

Scroll to the bottom of the claim form. The screen will prompt you to click the Delete button to delete the site claim. Click this button to delete the claim. The 'Site Claim List' screen will reappear, which will display a confirmation statement, as pictured below.



STEP 9

Click the Finished button to complete the process and return to the 'Select a Claim Month' Screen. To return to the 'Claim Month Detail' screen, click the Claim Month Detail button.

SECTION FIVE: Complete and Submit Revised Claims

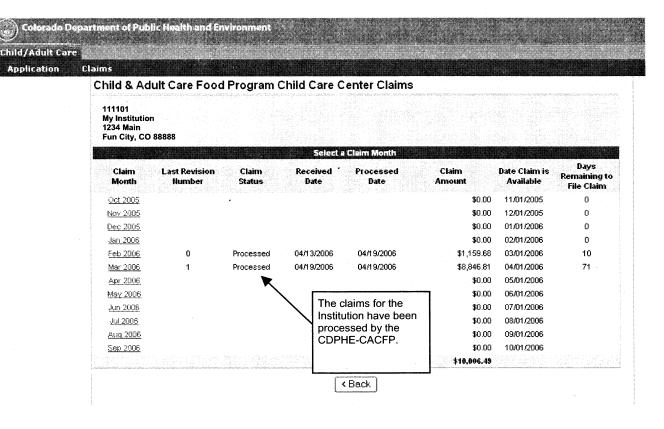
If the CDPHE-CACFP has processed a claim, you may submit a revised claim for that particular claim month. If the revised claim will result in an increased amount of reimbursement, you must submit the revised claim online within 90 days of the last day of the claim month.

Institutions most often make revisions to claims if the information submitted on the original claim is incorrect due to counting errors or if meal counts for a group of participants were left out of the claim by mistake. Institutions with multiple sites may need to revise claims if the original claim for the Institution did not include all of its sites. In these situations, the Institution can submit revised claims at a later date to receive reimbursement for the sites not included in the original claim.

Remember, if the claim has not been processed, you may modify the claim following the instructions in Section Four of this manual.

STEP 1

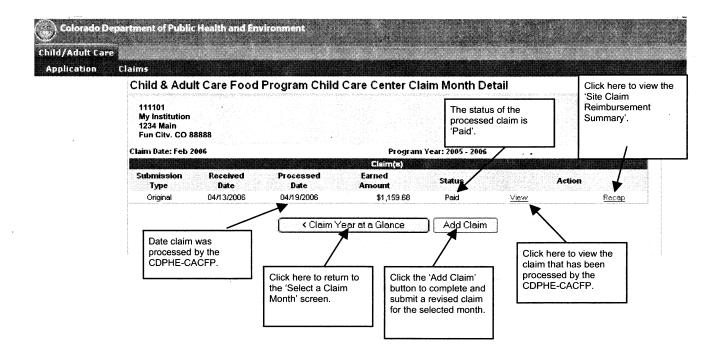
Follow Steps 1 through 4 in Section One of this manual to reach the 'Select a Claim Month' screen. As pictured below, the status of the March 2006 claim is 'Processed'.



STEP 2

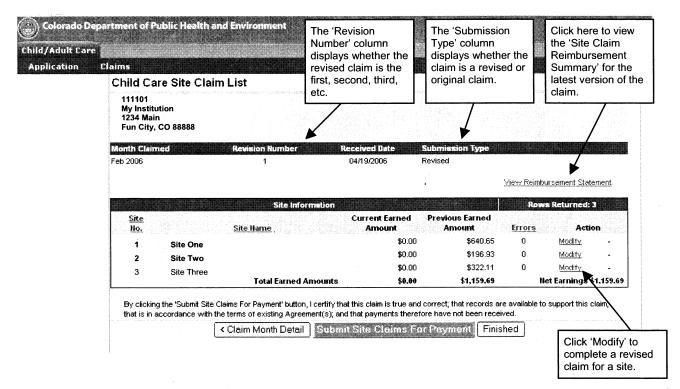
From the 'Select a Claim Month' screen, pictured above, click the appropriate link in the 'Claim Month' column to select the month for which you will submit a revised claim. The 'Claim Month Detail' screen will appear. As pictured below, the 'Claim Month Detail' screen displays the date the CDPHE-CACFP processed the claim. The status of the claim is 'Paid'.

On the 'Claim Month Detail' screen, click the <u>View</u> link to view the claim for the selected month that has been processed by the CDPHE-CACFP. Click the <u>Recap</u> button to view the 'Site Claim Reimbursement Summary', which is described in detail in Section One, Step 7.



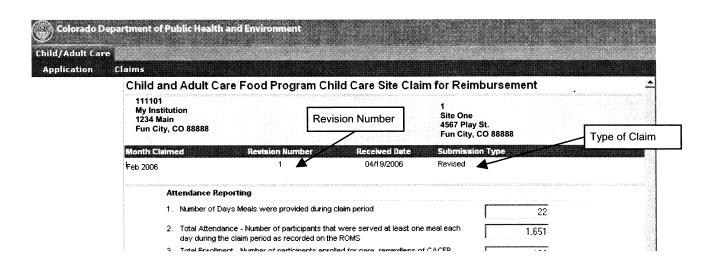
STEP 3

To complete and submit a revised claim for the selected month, click the Add Claim button from the 'Claim Month Detail' screen, pictured above. The 'Site Claim List' screen will appear.



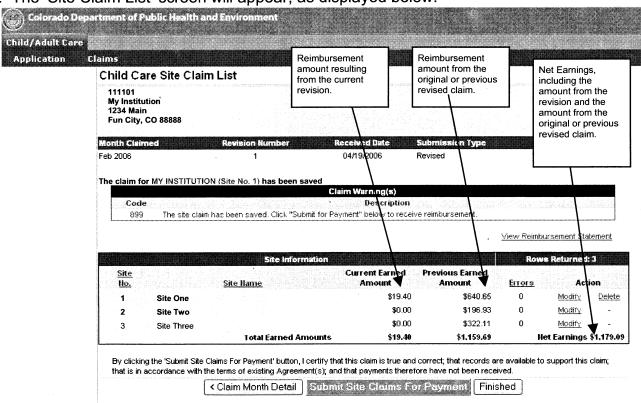
STEP 4

Click the Modify link in the 'Action' column to the right of the name of the site for which you will complete a revised claim. The original or previous version of the claim will appear. The top of the claim form will display the revision number, and the type of claim as 'Revised', as pictured below.



STEP 5

Make revisions to the claim form. Scroll to the bottom of the screen and click the button. The 'Site Claim List' screen will appear, as displayed below.



On the 'Site Claim List' screen, in the 'Site Information' table, view the reimbursement amount resulting from the revision by looking in the 'Current Earned Amount' column. The 'Previous Earned Amount' column contains the total reimbursement amount paid for the month's claims submitted prior to the revision. The 'Net Earnings' value under the 'Action' column represents the total amount of the claim for that particular month, including the amount resulting from the revision and the claim amount processed prior to the revision.

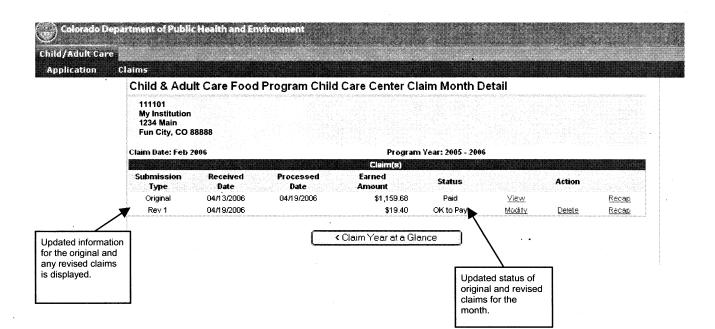
STEP 6

You may continue to complete revised claims for other listed select sites by clicking the Modify link to the right of the name of the desired site, or click the Submit Site Claims For Payment if the revisions for the month are complete.

STEP 7

and/or submitted for payment.

After submitting the revised claims for payment, the 'Site Claim List' screen will reappear, which will display the message, The claim has been submitted for payment. in green. Click the button to complete the process and return to the 'Select a Claim Month' screen. Click the Claim Month Detail button to return to the 'Claim Month Detail' screen. As pictured below, this screen will reflect the information about the original claim and any revised claims processed



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